

Amendments To The Abstract:

Please amend the Abstract as follows:

ABSTRACT

The invention relates to a method and a device for determining the causes of malfunctions and performance limits in installations. It is difficult to determine the causes of disturbances and/or performance-limiting factors in complex installations. The inventive method allows malfunctions in an installation to be eliminated and/or the performance thereof to be increased in a lasting manner and with relatively little effort. Said The method includes comprises the following steps: data is provided on causes of malfunctions and performance limits in a plurality of installations; a questionnaire regarding the said causes is created from the said-data; replies relating to the questions of the questionnaire are solicited from employees working in the installation that is to be diagnosed; and the causes of malfunctions and performance limits of the installation that is to be diagnosed are determined by evaluating the replies supplied by the employees regarding the questions of the questionnaire...